

# *COMMUNITY SURVEY* *2007*

*Prepared for:*

*Town of Westport, Connecticut*

*April 2007*

## **Statement of Confidentiality and Ownership**

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All of the analyses, findings and recommendations contained within this report are the exclusive property of the Town of Westport.

As required by the Code of Ethics of the National Council on Public Polls and the United States Privacy Act of 1974, The Center for Research and Public Policy maintains the anonymity of respondents to surveys the firm conducts. No information will be released that might, in any way, reveal the identity of the respondent.

Moreover, no information regarding these findings will be released without the written consent of an authorized representative of the Town of Westport.

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# 1

## INTRODUCTION

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The Center for Research & Public Policy (CRPP) is pleased to present the results of a Community Survey conducted among residents of the Town of Westport in April 2007.

The survey was designed to provide resident input on quality of life, local natural resources and open space, development, facilities, and area transportation.

The research study included a comprehensive telephone survey. Interviews were conducted among residents of the Town of Westport by phone. CRPP, working together with both Town of Westport and Planimetrics officials, designed the survey instrument to be used when calling Town of Westport residents.

This report summarizes information collected from telephone surveys conducted April 9 – 14, 2007.

The survey instrument employed in the Community Survey included the following areas for investigation:

- Reasons for living in Westport;
- Overall quality of life in Westport;
- Issues or problems of concern;
- Views on protecting natural resources;
- Views on open space;
- Perceptions of residential development;
- Business need;
- Support for development in Westport;
- Interest in new/enhanced community facilities;
- Views on transportation/mobility issues; and
- Demographics.

Section II of this report discusses the Methodology used in the study, while Section III includes Highlights derived from an analysis of the quantitative research. Section IV is a Summary of Findings for the residential telephone surveys - a narrative account of the data.

Section V is an Appendix to the report containing a crosstabulation table, a copy of the survey instruments, and the composite aggregate data.

## METHODOLOGY

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Using a quantitative research design, CRPP completed 400 interviews among residents of the Town of Westport.

All telephone interviews were conducted between April 9 – 13, 2007. Residents were contacted between 5:00 p.m. and 9:00 p.m. weekdays and 10:00 a.m. and 4:00 p.m. on the weekend.

Survey input was provided by Town of Westport officials and Planimetrics.

Survey design at CRPP is a careful, deliberative process to ensure fair, objective and balanced surveys. Staff members, with years of survey design experience, edit out any bias. Further, all scales used by CRPP (either numeric, such as one through ten, or wording such as strongly agree, somewhat agree, somewhat disagree, or strongly agree) are balanced evenly. And, placement of questions is carefully accomplished so that order has minimal impact.

All population-based surveys conducted by CRPP are proportional to population contributions within States, towns, and known census tract, group blocks and blocks. This distribution ensures truly representative results without significant under or over representation of various geographic or demographic groups within a sampling frame.

CRPP utilized a “super random digit” sampling procedure, which derives a working telephone sample of both listed and unlisted telephone numbers. This method of sample selection eliminates any bias toward only listed telephone numbers. Additionally, this process allows randomization of numbers, which equalizes the probability of qualified respondents being included in the sampling frame.

Respondents qualified for the survey if they confirmed they were heads of households, at least eighteen years of age, and were current residents of the Town of Westport who lived within the Town limits.

Training of telephone researchers and pre-test of the survey instrument occurred on April 5, 2007.

All facets of the study were completed by CRPP’s senior staff and researchers. These aspects include: survey design, pre-test, computer programming, fielding, coding, editing, data entry, verification, validation and logic checks, computer analysis, analysis, and report writing.

Completion rates are a critical aspect of any telephone survey research. Because one group of people might be easier to reach than another group, it is important that concentrated efforts are made to reach all groups to an equal degree. A high completion rate means that a high percentage of the respondents within the original sample were actually contacted, and the resulting sample is not biased toward one potential audience. CRPP maintained a 75% completion rate on all calls made during this 2007 Community Survey. And, a high completion rate, many times indicates an interest in the topic.

Statistically, a sample of 400 surveys represents a margin for error of  $\pm 5.0\%$  at a 95% confidence level.

In theory, a sample of Town of Westport residents will differ no more than  $\pm 5.0\%$  than if all Westport residents were contacted and included in the survey. That is, if random probability sampling procedures were reiterated over and over again, sample results may be expected to approximate the large population values within plus or minus 5.0% -- 95 out of 100 times.

Readers of this report should note that any survey is analogous to a snapshot in time and results are only reflective of the time period in which the survey was undertaken. Should concerted public relations or information campaigns be undertaken during or shortly after the fielding of the survey, the results contained herein may be expected to change and should be, therefore, carefully interpreted and extrapolated.

Furthermore, it is important to note that all surveys contain some component of “sampling error”. Error that is attributable to systematic bias has been significantly reduced by utilizing strict random probability procedures. This sample was strictly random in that selection of each potential respondent was an independent event, based on known probabilities.

Each qualified household within the Town of Westport had an equal chance for participating in the study. Statistical random error, however, can never be eliminated but may be significantly reduced by increasing sample size.

# HIGHLIGHTS

## On Quality of Life...

- Impressively, 97.8% of survey respondents indicated their quality of life in Westport was very good (57.3%) or good (40.5%).
- In declining order, the reasons mentioned for selecting Westport as a place to live were: location, community amenities, community appearance, birth place, community reputation, neighborhoods, and housing.
- Issues of most concern to resident respondents included (in declining order): high taxes, education system, too many large homes, traffic, commercial over-development, over-population, YMCA moving, budget / town spending, zoning and cost of living. These are among a total of thirty-two different issues named.
- Respondents made thirty different suggestions for improving the quality of life in Westport. Those mentioned most frequently included: limit house size, lower taxes, better planning, reduce traffic congestion, better zoning, maintain open space and more affordable housing.

## On Natural Resources and Open Space...

- A strong percent of respondents (80.0%) agreed that Westport is doing a good job protecting natural resources. Agreement was lower for preserving open space (72.5%).
- And, 78.0% believe the town should be doing more to preserve open space along Long Island Sound while another 77.0% believe the town should do more to preserve open space along the Saugatuck River.

## On Residential Development...

- More than three quarters of all respondents, 78.8%, suggest Westport needs to do more to limit the size of residential homes and 74.4% believe Westport needs a choice of housing types.
- Two thirds of respondents believe there are too few homes for first time buyers (67.0%), housing for the elderly (67.3%), and moderate income housing (68.3%). Just half (50.0%) indicated they see too few rental apartments.
- Majorities agree with the need for new housing in and near downtown (62.3%), in and near Saugatuck Center (53.5%) and along Post Road (60.3%). Just under one half (49.5%) agree housing is needed along Riverside Avenue.

### On Business Development...

- Only 6.0% believe there are too few national retail chain stores while 69.8% see too few locally owned retail stores and 50.3% believe there are too few family restaurants.

### On Westport Development...

- Majorities agree the town should provide more parking in the downtown area, the town should do more to enhance the appearance of Post Road, that downtown Westport needs more arts / cultural attractions and downtown Westport needs recreational activities and a Community Center – 64.0%, 62.5% 58.8% and 55.5% respectively.
- To finance new additional parking in downtown Westport, 55.8% encourage assessing merchants and businesses while 36.8% suggest the addition of metered parking while 10.8% agreed that Westport property taxes should be increased.

### On Community Facilities...

- Suggestions, by respondents, for new or enhanced community facilities, recreation, schools, or public safety included (in declining order): a new Teen Center / more teen activity, Community Center, more parks and open space, not moving the YMCA, building a new YMCA, environmental issues, a movie theatre, and increasing public safety services. These were among thirty-eight different suggestions offered.

### On Transportation / Mobility...

- Nearly three quarters of all respondents, 70.0%, agreed that more parking is needed at the train station while 62.5% agreed that more left turn lanes are needed along Route One. And, more than half (54.0%) agreed with the need for a parking garage at the Saugatuck train station.
- Major road “trouble spots” were viewed as: Post Road / Route One, Route 33, Riverside Avenue, North Avenue, and Kings Highway area.
- Three quarters of all respondents see a need for more sidewalks along Route One, more bike trails and more shelters / benches along bus routes – 61.0%, 69.3% and 69.0% respectively. Over half, 55.0%, said more sidewalks are needed in residential neighborhoods.
- Three quarters of all respondents were very or somewhat aware of the local bus to train service. Ten percent suggested they use the service often or sometimes. If the service was made more convenient, 24.7% of those not currently using it often, indicated they would be very or somewhat likely to use the service.



### **On Utilities...**

- **Nearly three quarters of all respondents (71.8%) agreed that Westport needs to do more about drainage while 68.0% agreed that streets and sidewalks are well maintained. Over half, 56.8%, agreed that Westport should adopt a septic management ordinance to ensure proper maintenance.**

## SUMMARY OF FINDINGS

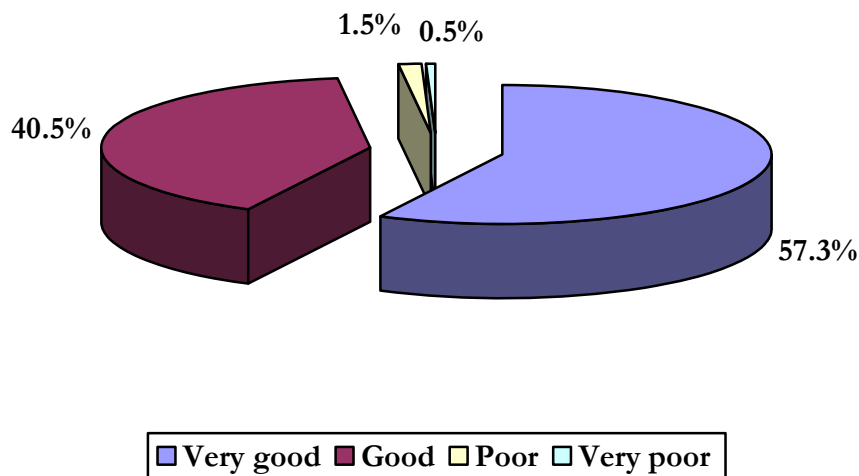
Readers are reminded that the following section summarizes statistics collected from surveys among 400 residents of the Town of Westport.

### QUALITY OF LIFE

All survey respondents were asked, in an open end format question, to provide the reasons why they chose to live in Westport. Multiple responses were allowed. The following table presents the results as collected.

Reasons for Choosing Westport	Percent
Location	34.5
Community amenities (education/recreation)	30.0
Community appearance (town character)	15.8
Birthplace	13.5
Community reputation	12.5
Neighborhoods	12.0
Housing (nice homes / affordable)	8.8
Don't know / Unsure	3.5

A large majority (97.8%) indicated their quality of life in Westport was very good (57.3%) or good (40.5%). Another 2.0% suggested their quality of life was poor (1.5%) or very poor (0.5%).



Researchers asked respondents to report the issues or problems they are most concerned about within Westport. The following table presents the top ten issues recorded.

<b>Top Ten Issues in Westport</b>	<b>Percent</b>
High taxes	20.8
Education system (cost, quality, leadership, overcrowding)	14.5
Too many large houses	14.0
Traffic	10.8
Commercial over-development	10.5
Over-population	9.0
YMCA moving	7.0
Budget / town spending	7.0
Zoning	6.5
Cost of living	6.0

Other issues of concern named with less frequency included: drug trafficking, not enough kids programming, street maintenance, decrease diversity, parking, downtown area, affordable housing, septic problems, more diversity, people's attitudes, no sense of community, town should be more handicap accessible, Compo beach needs work, environment, not enough EMTs, improve sidewalks, more services for seniors, better garbage collection, duck hunters are nuisance, more special needs support in school.

And, researchers read the following to respondents: "Please tell me the suggestions you would offer to improve the quality of life in Westport". The following table presents the most frequently cited suggestions.

<b>Quality of Life Improvement Suggestions</b>	<b>Percent</b>
Limit house size	10.0
Lower taxes	9.0
Better planning	8.3
Reduce traffic congestion	7.0
Better zoning	6.5
Maintain open space	6.5
Need more affordable housing	5.0

Other responses, cited with less frequency, included: more block watch, stop tearing down historic landmarks, more town activities, more places for teens to go, more parking, noise factor, do not move YMCA, improve downtown area, better bus line, repair roads, trash pickup, build club house at golf club, need locally owned businesses, re-district school, sidewalks, move YMCA, education, create halfway house, enforce codes, sewer system, increase special needs in school.

## NATURAL RESOURCES AND OPEN SPACE

Researchers read four statements regarding natural resources and open space in Westport. Respondents were asked if they strongly agreed, somewhat agreed, somewhat disagreed or strongly disagreed with each. The cumulative totals for those strongly and somewhat agreeing are presented within the following table.

Statements	Strongly and Somewhat Agree
The Town is doing a good job protecting natural resources	80.0
The Town should do more to preserve open space along Long Island Sound	78.0
The Town should do more to preserve open space along the Saugatuck River	77.0
The Town is doing a good job preserving open space	72.5

## RESIDENTIAL DEVELOPMENT

Respondents were asked if they strongly agreed, somewhat agreed, somewhat disagreed, or strongly disagreed with two statements related to residential development. The cumulative totals for those strongly and somewhat agreeing are presented here.

Statements	Strongly and Somewhat Agreeing
Westport needs to do more to limit the size of residential houses	78.8
Westport needs a choice of housing types	74.4

Researchers asked respondents if they felt there were too many, too few, or about the right amount of several different housing types in Westport today. The results are presented within the following table. The “too few” column is considered community need.

Housing Types	Too Many	Too Few	Right Amount
Moderate income housing	2.5	68.3	18.5
Housing for elderly persons	2.5	67.3	18.0
Housing for first-time buyers	2.5	67.0	17.5
Rental apartments	5.5	50.0	21.5
Condominiums	10.3	40.3	40.5
Single-family homes	10.0	7.5	73.8

Researchers read respondents the following: “Now, please think about potential new apartments, condos and other multi-family housing. Please tell me if you would strongly support, somewhat support, somewhat oppose, or strongly oppose new housing -- other than single-family homes -- at the following locations”?

The following table presents the cumulative totals for those strongly and somewhat agreeing with each statement.

<b>New Housing</b>	<b>Strongly and Somewhat Agreeing</b>
In and near Downtown	62.3
Along the Post Road	60.3
In and near Saugatuck Center	53.5
Along Riverside Avenue	49.5

## **BUSINESS DEVELOPMENT**

Researchers asked respondents if there were too many, too few or about the right amount of five different types of businesses within town. The results are presented as collected. Community need is viewed as the percent of those suggesting “too few”.

<b>Businesses</b>	<b>Too Many</b>	<b>Too Few</b>	<b>Right Amount</b>
Locally owned retail stores	4.5	69.8	21.8
Family restaurants	2.8	50.3	41.3
Fine dining restaurants	11.3	22.0	62.8
Quick service restaurants	22.5	14.3	59.8
National retail chain stores	64.8	6.0	26.8

## WESTPORT DEVELOPMENT

Researchers read a number of statements regarding housing, cultural attractions, parking, sidewalks, restaurants, parking, and the appearance of Post Road. The table presents the cumulative totals for those suggesting they strongly and somewhat agree with each statement.

Statements	Strongly and Somewhat Agree
The Town should provide for more parking in the <b>downtown</b> area	64.0
The Town should do more to enhance the appearance of the Post Road	62.5
<b>Downtown</b> Westport needs more arts/cultural attractions	58.8
Downtown Westport needs recreational activities/a community center	55.5
Main Street would benefit from wider sidewalks <b>downtown</b>	38.8
<b>Downtown</b> Westport needs more restaurants	38.3
<b>Downtown</b> Westport needs more residential homes	29.5

Respondents were asked if they supported different initiatives to finance new additional parking in downtown Westport. The cumulative totals for those offering “strongly or somewhat agree” are presented here.

Additional Parking	Strongly and Somewhat Agree
Assessing merchants and businesses	55.8
Add metered parking	36.8
Increase Westport property tax	10.8

## COMMUNITY FACILITIES

In an open end format question, respondents were asked to report any new or enhanced recreation, school, public safety, or facilities they would like to see in Westport.

While 37.5% suggested there were “none” and 7.0% said “don’t know”, another 38 different suggestions were offered.

The most frequently named suggestions are presented within the following table.

<b>Community Suggestions</b>	<b>Percent</b>
Teen Center / more teen activity	10.8
Community Center	6.5
More parks / more open space	6.5
Don't move the YMCA	5.3
Build a new YMCA	5.0
Environmental issues	4.0
Movie theatre	3.5
Public safety increase	3.0

Other suggestions mentioned with less frequency included: keep class size small, better enforcement, keep skate park open later, more walking trails along river, traffic congestion, more parking, more bike trails, lower taxes, house for fine theatre, tennis courts, playgrounds, barking dogs, repair roads, stop building mansions, Arts center, public waste facilities, better public transportation, more restaurants, cut back on town sponsored events, all year skating rink, driving education for adults, bowling ally, mini golf, police/EMT headquarters, no sense of community, library, create a halfway house, education, special needs program, industrial area.

## **TRANSPORTATION / MOBILITY**

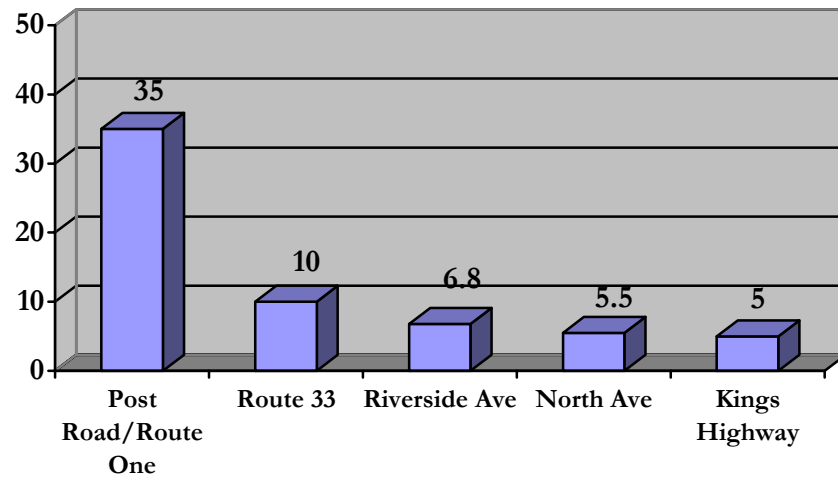
Researchers provided respondents with three statements regarding turn lanes and parking. Each was asked if they strongly agreed, somewhat agreed, somewhat disagreed or strongly disagreed with the statement.

The cumulative total for strongly and somewhat agreed are presented within the following table.

<b>Transportation</b>	<b>Strongly and Somewhat Agree</b>
More parking is needed at the train stations	70.0
We need more left turn lanes along Route One	62.5
We should build a parking garage at the train station in Saugatuck	54.0

Respondents were asked, in an open end format question, to report any roadway “trouble spot” that comes to mind. While 24.8% said “none” and 9.8% were unsure, another 30 different trouble spots were identified.

The most frequently cited trouble spots were the Post Road/Route One (35.0%), Route 33 (10.0%), Riverside Avenue (6.8%), North Avenue (5.5%), Kings Highway area (5.0%).

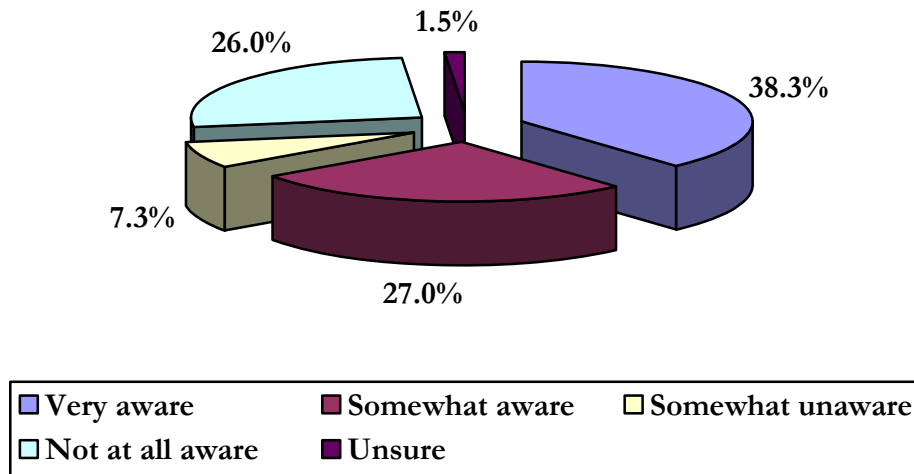


Four statements regarding bike trails, shelters, and sidewalks were presented to researchers. The following table holds the composite result for those strongly and somewhat agreeing with each statement.

Statements	Strongly and Somewhat Agree
Westport needs more facilities and trails for bicycles	69.3
Westport should provide for more shelters and benches along bus routes	69.0
Westport needs more sidewalks along Route 1	61.0
Westport needs more sidewalks in residential neighborhoods	55.0



Nearly two thirds of all respondents, 65.3% indicated they were very (38.3%) or somewhat aware (27.0%) of the local bus service to the train station. Among just employed respondents, those very or somewhat aware was slightly higher at 68.5%.



And, 10.8% of all respondents suggested using the bus to train service often (6.0%) or sometimes (4.8%). Among just employed respondents, the percent is somewhat lower at 10.6%.

When those not using the bus service “often” were asked why they don’t use the bus to train service more frequently, 76.7% reported “no need” while 5.0% suggested the service is inconvenient.

Other reasons included: dangerous to get the bus, hours of operation, prefer Maxi-Taxi, have parking permits, takes too long, not very accessible, disabled, not close to me, not advertised enough, take Taxi, walk, no bus service to my house, used to have a car, scared of the train.

If made more convenient, 24.7% of those not using the bus service “often” suggested they would be very (10.9%) or somewhat likely (13.8%) to use the service. Among just those employed, 26.7% indicated they would be very or somewhat likely.

## UTILITIES

A few final statements regarding streets, drainage and septic systems were presented. Researchers asked respondents if they strongly agreed, somewhat agreed, somewhat disagreed, or strongly disagreed with each.

The cumulative total for those strongly and somewhat agreeing are presented within the following table.

<b>Statements</b>	<b>Strongly and Somewhat Agree</b>
The Town needs to do more about drainage	71.8
Streets and sidewalks are well maintained	68.0
Westport should adopt a septic management ordinance to ensure that septic systems are properly maintained	56.8

## DEMOGRAPHICS

<b>Where you live in Town...</b>	<b>2007</b>
Between railroad and LI Sound	12.8
Between railroad and Rte 1	18.8
Between Rte 1 and Merritt Parkway	50.5
North of Merritt Parkway	15.5
Don't know	1.0
Refused	1.5

<b>Own or Rent</b>	<b>2007</b>
Own	97.3
Rent	1.8
Don't know	0.3
Refused	0.8

<b>How many years lived in Westport</b>	<b>2007</b>
Less than 10 years	7.9
10 or more years	90.1
Refused	2.0

<b>Age</b>	<b>2007</b>
Less than 35	0.8
35 to less than 44	6.5
45 to less than 54	24.0
55 to less than 64	36.0
65 to less than 74	13.8
75 or older	13.5
Refused	5.5

<b>Income</b>	<b>2007</b>
Less than \$100,000	15.5
\$100,000 to less than \$200,000	15.0
\$200,000 to less than \$300,000	8.0
\$300,000 to less than \$400,000	4.3
\$400,000 to less than \$500,000	1.8
\$500,000 or more	4.5
Don't know	1.0
Refused	50.0

<b>Currently...</b>	<b>2007</b>
Employed full-time	36.0
Employed part-time	10.3
Self-employed	17.3
Out of work/more than 1 year	0.8
Out of work/less than 1 year	6.5
Retired	23.3
Unable to work	0.8
Refused	5.3

<b>Gender</b>	<b>2007</b>
Male	46.8
Female	53.3

# 5

## APPENDIX

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### INTERPRETATION OF AGGREGATE RESULTS

The computer processed data for this survey is presented in the following frequency distributions. It is important to note that the wordings of the variable labels and value labels in the computer-processed data are largely abbreviated descriptions of the Questionnaire items and available response categories.

The frequency distributions include the category or response for the question items. Responses deemed not appropriate for classification have been grouped together under the “Other” code.

The “NA” category label refers to “No Answer” or “Not Applicable”. This code is also used to classify ambiguous responses. In addition, the “DK/RF” category includes those respondents who did not know their answer to a question or declined to answer it. In many of the tables, a group of responses may be tagged as “Missing” – occasionally, certain individual’s responses may not be required to specific questions and thus are excluded. Although when this category of response is used, the computations of percentages are presented in two (2) ways in the frequency distributions: 1) with their inclusion (as a proportion of the total sample), and 2) their exclusion (as a proportion of a sample sub-group).

Each frequency distribution includes the absolute observed occurrence of each response (i.e. the total number of cases in each category). Immediately adjacent to the right of the column of absolute frequencies is the column of relative frequencies. These are the percentages of cases falling in each category response, including those cases designated as missing data. To the right of the relative frequency column is the adjusted frequency distribution column that contains the relative frequencies based on the legitimate (i.e. non-missing) cases. That is, the total base for the adjusted frequency distribution excludes the missing data. For many Questionnaire items, the relative frequencies and the adjusted frequencies will be nearly the same. However, some items that elicit a sizable number of missing data will produce quite substantial percentage differences between the two columns of frequencies. The careful analyst will cautiously consider both distributions.

The last column of data within the frequency distribution is the cumulative frequency distribution (Cum Freq.). This column is simply an adjusted frequency distribution of the sum of all previous categories of response and the current category of response. Its primary usefulness is to gauge some ordered or ranked meaning.

## TOWN OF WESTPORT – CROSSTABULATION CHART

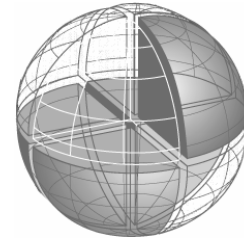
Core Questions	Composite	Own	Rent	Less than 10 years	10 or more years	Less than 44	45 to 64	65 and older
2. Overall quality of life is very good/good	97.8	97.7	100.0	100.0	97.5	96.6	97.5	99.1
5. Town is doing a good job protecting natural resources (Strongly/somewhat agree)	80.0	79.9	71.4	77.4	80.3	75.9	77.9	85.3
6. Town is doing a good job preserving open space (Strongly/somewhat agree)	72.5	72.2	71.4	74.2	72.0	62.1	72.9	73.4
9. Westport needs to do more to limit the size of residential homes (Strongly/somewhat agree)	78.8	78.1	100.0	80.6	78.7	75.9	78.3	80.7
15. Housing for elderly persons (Too few)	67.3	66.8	71.4	54.8	68.4	58.6	69.2	66.1
16. Moderate income housing (Too few)	68.3	68.4	71.4	58.1	69.5	55.2	69.6	71.6
17. New housing in and near Downtown (Strongly/somewhat support)	62.3	62.0	85.7	54.8	63.7	55.2	63.3	65.1
22. National retail chain stores (Too few)	6.0	5.7	28.6	6.5	6.1	3.4	5.8	7.3
24. Family restaurants (Too few)	50.3	50.4	42.9	25.8	52.9	37.9	52.9	52.3
26. Downtown needs more residential homes (Strongly/somewhat agree)	29.5	29.6	42.9	25.8	29.6	17.2	30.4	29.4
27. Downtown needs more arts/cultural attractions (Strongly/somewhat agree)	58.8	58.6	71.4	61.3	58.4	58.6	60.4	55.0
28. Downtown needs more restaurants (Strongly/somewhat agree)	38.3	38.0	42.9	41.9	38.0	34.5	35.8	46.8
38. More parking is needed at the train station (Strongly/somewhat agree)	70.0	69.7	71.4	77.4	69.3	79.3	69.2	68.8
39. Should build a parking garage at the train station (Strongly/somewhat agree)	54.0	53.7	57.1	61.3	53.2	55.2	55.4	49.5
41. Needs more sidewalks along Rte 1 (Strongly/somewhat agree)	61.0	60.9	71.4	71.0	60.4	31.0	67.9	55.0
42. Needs more sidewalks in residential areas (Strongly/somewhat agree)	55.0	55.3	42.9	67.7	53.7	58.6	55.4	54.1
43. Needs more facilities and trails for bicycles (Strongly/somewhat agree)	69.3	69.4	42.9	74.2	68.4	75.9	72.1	62.4
45. Very/somewhat aware of local bus service to train station	65.3	65.6	42.9	67.7	64.8	62.1	68.3	59.6
46. Use bus to train service often/sometimes	10.8	10.3	28.6	16.1	10.2	10.3	10.0	10.1
49. Streets/sidewalks are well maintained (Strongly/somewhat agree)	68.0	67.9	57.1	77.4	67.0	69.0	68.8	65.1

## TOWN OF WESTPORT – CROSSTABULATION CHART

Core Questions	Composite	Less than \$100,000	\$100,000 < \$300,000	\$300,000 < \$500,000	\$500,000 or more	Employed	Unemployed
2. Overall quality of life is very good/good	97.8	95.2	100.0	100.0	100.0	97.6	97.6
5. Town is doing a good job protecting natural resources (Strongly/somewhat agree)	80.0	82.3	79.3	70.8	88.9	78.0	84.0
6. Town is doing a good job preserving open space (Strongly/somewhat agree)	72.5	74.2	71.7	66.7	88.9	71.7	73.6
9. Westport needs to do more to limit the size of residential homes (Strongly/somewhat agree)	78.8	80.6	77.2	75.0	77.8	77.2	83.2
15. Housing for elderly persons (Too few)	67.3	71.0	73.9	58.3	77.8	69.3	66.4
16. Moderate income housing (Too few)	68.3	80.6	70.7	66.7	77.8	68.1	72.0
17. New housing in and near Downtown (Strongly/somewhat support)	62.3	74.2	70.7	70.8	61.1	61.4	67.2
22. National retail chain stores (Too few)	6.0	8.1	6.5	8.3	11.1	3.1	9.6
24. Family restaurants (Too few)	50.3	51.6	53.3	50.0	55.6	48.8	53.6
26. Downtown needs more residential homes (Strongly/somewhat agree)	29.5	37.1	30.4	33.3	27.8	29.9	29.6
27. Downtown needs more arts/cultural attractions (Strongly/somewhat agree)	58.8	56.5	55.4	75.0	61.1	62.2	54.4
28. Downtown needs more restaurants (Strongly/somewhat agree)	38.3	40.3	38.0	41.7	38.9	35.8	43.2
38. More parking is needed at the train station (Strongly/somewhat agree)	70.0	72.6	73.9	87.5	61.1	72.0	65.6
39. Should build a parking garage at the train station (Strongly/somewhat agree)	54.0	61.3	54.3	75.0	55.6	57.5	45.6
41. Needs more sidewalks along Rte 1 (Strongly/somewhat agree)	61.0	71.0	65.2	70.8	61.1	62.2	61.6
42. Needs more sidewalks in residential areas (Strongly/somewhat agree)	55.0	67.7	54.3	66.7	50.0	54.3	57.6
43. Needs more facilities and trails for bicycles (Strongly/somewhat agree)	69.3	71.0	65.2	91.7	72.2	72.0	65.6
45. Very/somewhat aware of local bus service to train station	65.3	50.0	70.7	83.3	83.3	68.5	57.6
46. Use bus to train service often/sometimes	10.8	8.1	10.9	29.2	22.2	10.6	7.2
49. Streets/sidewalks are well maintained (Strongly/somewhat agree)	68.0	58.1	69.6	58.3	88.9	71.3	62.4

## TOWN OF WESTPORT – CROSSTABULATION CHART

Core Questions	Composite	Male	Female	Railroad/ LI Sound	Railroad/ Rte 1	Rte 1/Merritt	North of Merritt
2. Overall quality of life is very good/good	97.8	96.8	98.6	96.1	97.3	98.5	96.8
5. Town is doing a good job protecting natural resources (Strongly/somewhat agree)	80.0	82.9	77.5	76.5	86.7	76.2	85.5
6. Town is doing a good job preserving open space (Strongly/somewhat agree)	72.5	75.4	70.0	74.5	73.3	69.8	79.0
9. Westport needs to do more to limit the size of residential homes (Strongly/somewhat agree)	78.8	70.6	85.9	78.4	77.3	82.2	67.7
15. Housing for elderly persons (Too few)	67.3	63.1	70.9	64.7	64.0	67.8	72.6
16. Moderate income housing (Too few)	68.3	61.0	74.6	68.6	66.7	69.8	67.7
17. New housing in and near Downtown (Strongly/somewhat support)	62.3	58.3	65.7	64.7	56.0	62.9	67.7
22. National retail chain stores (Too few)	6.0	5.9	6.1	5.9	9.3	5.4	4.8
24. Family restaurants (Too few)	50.3	46.0	54.0	49.0	49.3	50.0	53.2
26. Downtown needs more residential homes (Strongly/somewhat agree)	29.5	31.0	28.2	43.1	26.7	28.2	29.0
27. Downtown needs more arts/cultural attractions (Strongly/somewhat agree)	58.8	57.2	60.1	54.9	52.0	60.9	64.5
28. Downtown needs more restaurants (Strongly/somewhat agree)	38.3	36.4	39.9	54.9	32.0	35.6	38.7
38. More parking is needed at the train station (Strongly/somewhat agree)	70.0	66.8	72.8	86.3	61.3	68.8	74.2
39. Should build a parking garage at the train station (Strongly/somewhat agree)	54.0	56.1	52.1	56.9	58.7	52.5	56.5
41. Needs more sidewalks along Rte 1 (Strongly/somewhat agree)	61.0	56.7	64.8	62.7	58.7	64.9	50.0
42. Needs more sidewalks in residential areas (Strongly/somewhat agree)	55.0	46.5	62.4	58.8	44.0	57.9	53.2
43. Needs more facilities and trails for bicycles (Strongly/somewhat agree)	69.3	63.1	74.6	76.5	58.7	73.8	62.9
45. Very/somewhat aware of local bus service to train station	65.3	62.0	68.1	66.7	66.7	66.8	58.1
46. Use bus to train service often/sometimes	10.8	11.2	10.3	15.7	14.7	9.4	8.1
49. Streets/sidewalks are well maintained (Strongly/somewhat agree)	68.0	71.7	64.8	68.6	57.3	68.3	77.4



# WESTPORT COMMUNITY SURVEY

April 2007

& PUBLIC POLICY

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Researcher:	Date:
Time start:	CB:
Time end:	Supervisor:

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Hello. My name is \_\_\_\_\_. I am a research assistant at The Center for Research and Public Policy. We're talking to residents on behalf of the Town of Westport today about quality of life, open space, residential and commercial development and municipal facilities. Your responses to this survey are strictly confidential.

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## Screener

A. Are you one of the heads of household and at least eighteen years of age?

- 01 Yes (Continue)
- 02 No (Ask for qualified respondent)
- 03 DK/Unsure (Thank and terminate)

## General

1. Why did you choose to live in Westport? (RESEARCHERS: Accept multiple responses)

- 01 Location (close to work/close to highways)
- 02 Community reputation
- 03 Community amenities (education system/recreational facilities)
- 04 Community appearance (town character/community feeling)
- 05 Neighborhood (nice neighborhood)
- 06 Housing (nice house/affordable)
- 07 Birthplace
- 08 Other: \_\_\_\_\_
- 09 DK/Unsure



2. Would you say your overall quality of life in Westport is...

- 01 Very good;
- 02 Good;
- 03 Poor; or
- 04 Very poor
- 05 DK/Unsure

3. Please tell me the issues or problems, in the Town of Westport, you are most concerned about. (RESEARCHERS: Probe "Is there anything else?")

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4. Please tell me the suggestions you would offer to improve the quality of life in Westport. (RESEARCHERS: Probe "Is there anything else?")

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### **Natural Resources and Open Space**

Now, a few statements about protection of natural resources and open space in Westport. For each, please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

Statements	StrA	SA	SD	StrD	DK
5. The Town is doing a good job protecting natural resources	01	02	03	04	05
6. The Town is doing a good job preserving open space	01	02	03	04	05
7. The Town should do more to preserve open space along Long Island Sound	01	02	03	04	05
8. The Town should do more to preserve open space along the Saugatuck River	01	02	03	04	05

### **Residential Development**

Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements related to residential development.

<b>Statements</b>	<b>StrA</b>	<b>SA</b>	<b>SD</b>	<b>StrD</b>	<b>DK</b>
9. Westport needs to do more to limit the size of residential houses	01	02	03	04	05
10. Westport needs a choice of housing types	01	02	03	04	05

For each of the following types of housing, please tell me if you feel there are too many, too few, or about the right amount in Westport today.

<b>Housing Types</b>	<b>Too Many</b>	<b>Too Few</b>	<b>Right Amount</b>	<b>DK</b>
11. Single-family homes	01	02	03	04
12. Condominiums	01	02	03	04
13. Rental apartments	01	02	03	04
14. Housing for first-time buyers	01	02	03	04
15. Housing for elderly persons	01	02	03	04
16. Moderate income housing	01	02	03	04

Now, please think about potential new apartments, condos and other multi-family housing. Please tell me if you would strongly support, somewhat support, somewhat oppose, or strongly oppose new housing -- other than single-family homes -- at the following locations.

<b>New Housing</b>	<b>StrS</b>	<b>SS</b>	<b>SO</b>	<b>StrO</b>	<b>DK</b>
17. In and near Downtown	01	02	03	04	05
18. In and near Saugatuck Center	01	02	03	04	05
19. Along the Post Road	01	02	03	04	05
20. Along Riverside Avenue	01	02	03	04	05

### **Business Development**

Please tell me if Westport has too many, too few, or about the right amount of the following local business opportunities today.

<b>Businesses</b>	<b>Too Many</b>	<b>Too Few</b>	<b>Right Amount</b>	<b>DK</b>
21. Locally owned retail stores	01	02	03	04
22. National retail chain stores	01	02	03	04
23. Quick service restaurants	01	02	03	04
24. Family restaurants	01	02	03	04
25. Fine dining restaurants	01	02	03	04

Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements related to business development.

Statements	StrA	SA	SD	StrD	DK
26 <b>Downtown</b> Westport needs more residential homes	01	02	03	04	05
27. <b>Downtown</b> Westport needs more arts/cultural attractions	01	02	03	04	05
28. <b>Downtown</b> Westport needs more restaurants	01	02	03	04	05
29. Main Street would benefit from wider sidewalks <b>downtown</b>	01	02	03	04	05
30. The Town should provide for more parking in the <b>downtown</b> area	01	02	03	04	05
31. Downtown Westport needs recreational activities/a community center	01	02	03	04	05
32. The Town should do more to enhance the appearance of the Post Road	01	02	03	04	05

Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with instituting the following as ways to finance new additional parking in downtown Westport.

Additional Parking	StrA	SA	SD	StrD	DK
33. Assessing merchants and businesses	01	02	03	04	05
34. Add metered parking	01	02	03	04	05
35. Increase Westport property tax	01	02	03	04	05

### Community Facilities

36. Please tell me of new or enhanced recreation, school, public safety, facilities or other items you would like to see Westport focusing on.

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## Transportation

Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements related to vehicular transportation.

Transportation	StrA	SA	SD	StrD	DK
37. We need more left turn lanes along Route 1	01	02	03	04	05
38. More parking is needed at the train stations	01	02	03	04	05
39. We should build a parking garage at the train station in Saugatuck	01	02	03	04	05

40. Please identify for us, any particular roadway “trouble spot” that comes to mind.  
(RESEARCHERS: Probe “Is there any other?”)

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Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements.

Statements	StrA	SA	SD	StrD	DK
41. Westport needs more sidewalks along Route 1	01	02	03	04	05
42. Westport needs more sidewalks in residential neighborhoods	01	02	03	04	05
43. Westport needs more facilities and trails for bicycles	01	02	03	04	05
44. Westport should provide for more shelters and benches along bus routes	01	02	03	04	05

45. How aware would you say you are of the local bus service to the train station?

- 01 Very aware
- 02 Somewhat aware
- 03 Somewhat unaware
- 04 Not at all aware
- 05 DK/Unsure

46. Please tell me how often you use the bus to train service? Would you say...

- 01 Often (**Go to Q 49**)
- 02 Sometimes (**Continue**)
- 03 Seldom (**Continue**)
- 04 Never (**Continue**)
- 05 DK/Unsure (**Continue**)

47. Please tell me why you don't use the bus to train service or use it more frequently?

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48. How likely would you be to use the service more often if it was more convenient?

Would you say...

- 01 Very likely
- 02 Somewhat likely
- 03 Somewhat unlikely
- 04 Not at all likely
- 05 DK/Unsure

### **Utilities**

Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements.

Statements	StrA	SA	SD	StrD	DK
49. Streets and sidewalks are well maintained	01	02	03	04	05
50. The Town needs to do more about drainage	01	02	03	04	05
51. Westport should adopt a septic management ordinance to ensure that septic systems are properly maintained	01	02	03	04	05

### **Demographics**

52. Finally just for classification purposes, which of the following best describes where you live in Town...

- 01 Between the railroad tracks and Long Island Sound
- 02 Between the railroad tracks and Route 1
- 03 Between Route 1 and the Merritt Parkway
- 04 North of the Merritt Parkway
- 05 DK/Unsure
- 06 RF

53. Do you own or rent your home?

- 01 Own
- 02 Rent
- 03 DK/Unsure
- 04 RF

54. How many years have you lived in Westport?

- 01 \_\_\_\_\_ Years
- 77 DK/Unsure
- 99 RF

55. Please tell me your age?

- 01 Less than 35
- 02 35 to 44
- 03 45 to 54
- 04 55 to 64
- 05 65 to 74
- 06 75 or older
- 07 DK/Unsure
- 08 RF

56. What is the total yearly income before taxes of all members of your family now living at home?

- 01 Less than \$100,000
- 02 \$100,000 to less than \$200,000
- 03 \$200,000 to less than \$300,000
- 04 \$300,000 to less than \$400,000
- 05 \$400,000 to less than \$500,000
- 06 More than \$500,000
- 07 DK/Unsure
- 08 RF

57. Are you currently...

- 01 Employed full-time for wages
- 02 Employed part-time for wages
- 03 Self-employed
- 04 Out of work for more than 1 year
- 05 Out of work for less than 1 year
- 06 Full-time homemaker
- 07 Full-time student
- 08 Retired
- 09 Unable to work
- 10 Other: \_\_\_\_\_
- 11 DK/Unsure
- 12 RF

58. Please tell me any other comments, suggestions, or ideas you have for the Town?

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Thank you very much for your time and participation.

59. Gender (by observation).

- 01      Male
- 02      Female